

ONBOARDING SUPPORT

SUPPORT	PLATINUM	GOLD	SILVER	BASIC
Kickoff Call	✓ 60M	✓ 60M	✓ 45M	✓ 45M
Training: 60M Comprehensive	✓	✓	✓	✓ <small>*if purchased</small>
Working Session: 30M	✓	✓	✓	✗
30M Add-On to Working Session: Custom Notifications	✓	✓	✓	✗
Training: 30M Opt-In Consent	✓	✓	✓	✗
30M Onboarding Preference Call	✓	✓	✗	✗
Training: 30M WhatsApp	✓	✓	✗	✗
Training: 30M Mogli Voice	✓	✓	✗	✗
Training: 30M Bulk Messaging	✓	✓	✗	✗
Training: 30M Reports & Dashboards	✓	✗	✗	✗
Training: 60M Form Templates (automated conversations & surveys)	✓	✗	✗	✗
30M Add-On to Opt-In Consent training: Visibility	✓	✗	✗	✗
Training: 30M Admin Only	✓	✗	✗	✗
Customized Go-Live Template	✓	✗	✗	✗
Responsiveness in business days <small>Excluding weekends and public federal holidays</small>	1	1	2	2

All additional calls > 15M will require use of Professional Service Hours

ONBOARDING SUPPORT DETAIL

SUPPORT	DESCRIPTION
Kickoff Call (45-60M)	Our first onboarding call, including: introductions, plan and contract overview, creation of a success plan, onboarding timeline and deliverables, consumption and consent, and support structure overview.
Training: 60M Comprehensive	A 60-minute recorded training session of all-things-Mogli, including key fields, conversation view, 1:1 conversations, bulk messages, automated conversations and surveys, notifications, Mogli Inbox, and more.
Working Session: 30M	30 minutes dedicated to anything you'd like, including outstanding items, configuration preferences, Mogli-related fields, product and functionality how-tos, testing, or gathering requirements for customizations.
30M Add-On to Working Session: Custom Notifications	A 30-minute add-on to your working session for the buildout and testing of ONE custom notification, including push, chatter, email, or text.
Training: 30M Opt-In Consent	30 minutes to discuss best practices on obtaining and tracking opt-ins and outs, universal keywords, TCPA guidelines, and texting etiquette.
30M Onboarding Preference Call	30 minutes dedicated to reviewing your configuration preferences, phone number porting/hosting, and requested forms.
Training: 30M WhatsApp	30 minutes for a complete overview of WhatsApp functionality, including pre-approved Templates, SMS Templates, 1:1 conversations, bulk messaging, best practices, and more.
Training: 30M Mogli Voice	30 minutes for a complete overview of Mogli Voice functionality, including text-to-voice and file-to-voice.
Training: 30M Bulk Messaging	30 minutes for a complete overview of bulk messaging functionality, best practices, Gateways, and automations.
Training: 30M Reports & Dashboards	30 minutes for an introduction to our out-of-the-box report types, Gateway reporting, and how to make the most of your SMS data using reports and dashboards.
Training: 60M Form Templates (automated conversations & surveys)	60 minutes dedicated to Form Templates - Mogli's object for creating automated conversations and surveys. We'll cover both linear and branching, as well as where to obtain and report on your valuable data.
30M Add-On to Opt-In Consent training: Visibility	A 30-minute add-on to opt-in consent training, which covers permissions and visibility so you can ensure your Mogli users have the access they need.
Training: 30M Admin Only	This 30-minute tutorial tailored to admins covers granular Mogli settings and configuration preferences that Mogli users may not have access to, and considerations for any DIY customizations and automations.
Customized Go-Live Template	A collaborative document outlining upcoming and past meetings, dates, next steps, and key deliverables.

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